



Basics for Excellence

Focus on Results Together

- We work collaboratively to produce exemplary outcomes for our SBCUSD community.

Service

- We achieve success by consistently and effectively serving others.

Sense of Purpose

- Our actions are focused and contribute to the attainment of our mission.

Positive Passion

- We experience enthusiasm and encouragement as evidenced by our excitement and joy in what we do every day.

Emotional Commitment

- We exhibit inspired behaviors that reflect pride, motivation, and empowerment through involvement.

Parameters of Trust

- We establish consistent parameters of trust that are characterized by honesty, transparency and collaboration.

Professionalism

- We exhibit professionalism by providing superior customer service while adhering to quality professional standards.

Meeting Guidelines for Excellence

1. We start and end meetings on time.
2. We focus on positive outcomes for students.
3. We are productive and focus on solutions for our stakeholders.
4. We have clear objectives and outcomes that are purposeful.
5. We collaborate honestly and in a way that encourages and engages each person to share his/her knowledge.
6. We value and respect the knowledge of our diverse group of participants.
7. We take ownership and responsibility for individual and group decisions.
8. Have fun!



13 Speed of Trust Behaviors*

The 13 Behaviors are common to high-trust leaders and people throughout the world. These behaviors are powerful because:

- ❖ They are based on principles that govern trusting relationships
 - ❖ They are actionable
 - ❖ They are universal
 - ❖ They grow out of the 4 Cores of Credibility: 1) Integrity 2) Intent 3) Capabilities 4) Results
1. **Talk Straight** - Be honest. Tell the truth. Let people know where you stand. Call things what they are. Demonstrate integrity. Don't manipulate people or distort facts. Don't spin the truth.
 2. **Demonstrate Respect** - Genuinely care for others. Show you care. Respect the dignity of every person and every role. Treat everyone with respect, especially those who can't do anything for you. Show kindness in the little things.
 3. **Create Transparency** - Declare your intent. Get real and genuine. Be open and authentic. Err on the side of disclosure. Be transparent about not being able to be transparent. Don't have hidden agendas. Don't hide information.
 4. **Right Wrongs** - Make things right when you're wrong. Apologize quickly. Demonstrate humility. Don't cover things up. Don't let pride get in the way of doing the right thing.
 5. **Show Loyalty** - Give credit to others. Speak about people as if they were present. Don't badmouth others behind their backs. Don't disclose others' private information.
 6. **Deliver Results** - Establish a track record of results. Get the right things done. Make things happen. Don't make excuses for not delivering.
 7. **Get Better** - Continuously improve. Increase your capabilities. Be a constant learner. Develop feedback systems—both formal and informal. Don't consider yourself above feedback.
 8. **Confront Reality** - Acknowledge the unsaid. Confront issues before they turn into major problems. Lead out courageously in conversation. Confront the reality, not the person.
 9. **Clarify Expectations** - Disclose and reveal expectations. Discuss them. Validate them. Don't violate expectations. Don't assume that expectations are clear or shared.
 10. **Practice Accountability** - Hold yourself accountable first. Hold others accountable second. Take responsibility for results, good or bad. Be clear on how you'll communicate how you're doing—and how others are doing. Don't blame others or point fingers when things go wrong.
 11. **Listen First** - Listen before you speak. Understand. Diagnose. Listen with your ears...and your eyes and heart. Don't assume you know what matters most to others. Don't presume you have all the answers—or all the questions.
 12. **Keep Commitments** - Say what you're going to do, then do what you say you're going to do. Make keeping commitments the symbol of your honor. Don't break confidences.
 13. **Extend Trust** - Demonstrate a propensity to trust. Extend trust abundantly to those who have earned your trust. Don't withhold trust because there is risk involved.

* Adapted from the best-selling book *The Speed of Trust* by Stephen M.R. Covey